DHFS Income Maintenance/ W-2 Agency IT Survey Results August 2005

This is a summary of survey results for the IT survey conducted in June/July of 2005 of IM and W-2 agencies.

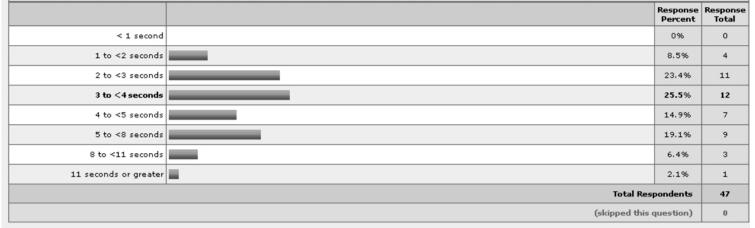
1. Percentage of Agency's responding: 89% 71 out of 80 = 89%

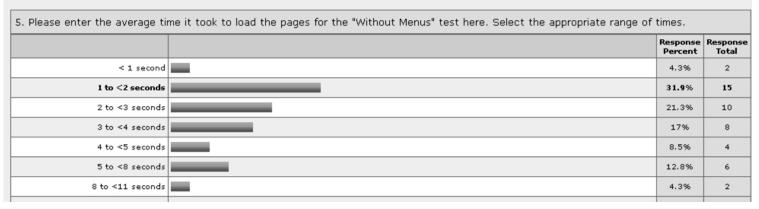
2. Special Notes:

Polk Co. filled out one survey for each room within a building in their county. 21 different surveys were completed. These were consolidated into one survey response.

- **3. Agencies that didn't respond:** Dane and Menominee only completed the first few questions, Marinette, Chippewa, Douglas, Dunn, Kewaunee, Langlade, Monroe did not respond to the survey at all.
- 4. Page Load Results: These results are taken from a separate survey that asked CARES Coordinators to use their own PC to take 4 page load tests. 47 of 79 (60%) responded. The first 2 (numbers 4 and 5 below) asked the coordinators to keep open all the applications they normally use during a workday. Test 4 is the result of a normal page load of sample CWW pages. Test 5 is the same pages loading where we suppressed the CWW navigation menu. Pages clearly load faster when the menus are suppressed.

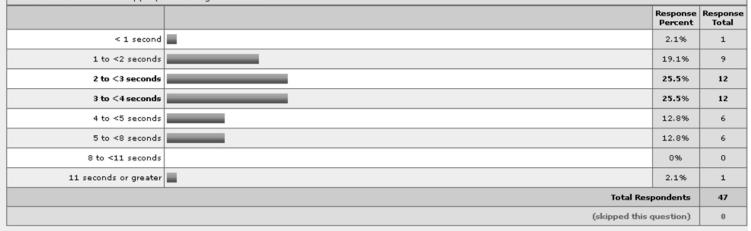
4. Please make sure you've opened the programs or applications that you and staff in your agency normally use everyday. This includes your email application, the CWW (if applicable), Host on Demand, Internet Explorer sessions, etc. Go to http://caresfeedback.wisconsin.gov/home/diagnostics/Employment.asp and take the CWW diagnostics page test. Click on "Next" until all 20 pages load. At the end of this test, please report the results here. Please enter the average time it took to load the pages for the "Standard Test" here. The answers are found in a table after the diagnostics test is completed. Select the appropriate range of times.

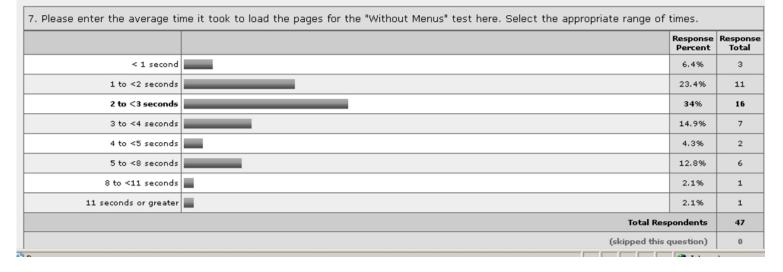




5. The second two tests (items 6 and 7 below) asked that users close all other applications except IE and the survey so that we could see page load results without other applications using RAM or possibly interfering with the download test. Test 6 is the result of a normal page load of sample CWW pages. Test 7 is the same pages loading where we suppressed the CWW navigation menu. Pages clearly load faster when the menus are suppressed.

6. Please close all applications and windows on your PC except this one. Open Internet Explorer (or your current browser) and go to http://caresfeedback.wisconsin.gov/home/diagnostics/Employment.asp and take the CWW diagnostics page test. Click on "Next" until all 20 pages load. At the end of this test, please report the results here. Please enter the average time it took to load the pages for the "Standard Test" here. Select the appropriate range of times.





6. Agency Hardware Results Please note that each response is for an office location and not for individuals or agencies. Bolded responses are the most common response.

2. Hardware Information 10. Total approximate number of PCs used by your agency's Income Mainenance/W-2 staff at this site. Do not include PC's not used by this staff: Response Percent Response Total Not Applicable, we don't use PC's 0.7% 18.7% 28 6-10 26% 39 11-20 17.3% 26 21-30 24% 36 31-50 4.7% 7 50 or more 8.7% 13 Total Respondents 150 (skipped this question)

12. Not all PC's at this office site may have the same configuration (i.e., RAM, processor type, speed, hard drive size, etc.). We want to find out about this site's most common configurations. Please fill out the information for each PC configuration type. If this site has more than one PC configuration, please enter up to four (4) types representing the most common configurations. If this site PC's are all the same, you will only need to fill in the information for Type 1.

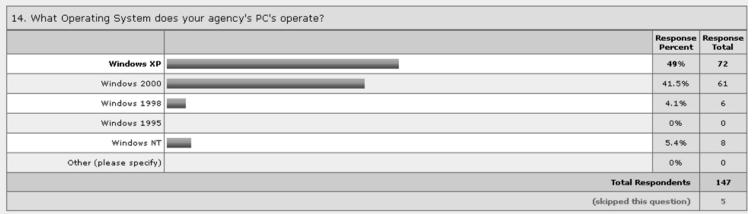
Number of PC's

Number of PC's							
	1-5	6-10	11-20	21-30	31-50	>50	Response Total
Type 1	42% (59)	24% (33)	12% (17)	10% (14)	5% (7)	6% (9)	139
Type 2	68% (25)	8% (3)	14% (5)	3% (1)	0% (0)	8% (3)	37
Type 3	75% (6)	12% (1)	12% (1)	0% (0)	0% (0)	0% (0)	8
Type 4	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	1
CPU Type							

	Intel	AMD	Other	Response Total			
Type 1	99% (140)	0% (0)	1% (2)	142			
Type 2	97% (37)	3% (1)	0% (0)	38			
Type 3	89% (8)	11% (1)	0% (0)	9			
Type 4	100% (2)	0% (0)	0% (0)	2			

CPU Processor Speed											
	<500MH	z :	500MHZ - 999MHZ	1 GHz -1.5	GHz	1.	6 GHz- 2GHz	2.1 GHz -2	2.5GHz	>2.5 GHz	Response Total
Type 1	11% (16)	20% (28)	18% (25)		17% (24) 14% (20)		20)	20% (28)	141	
Type 2	0% (0)		24% (9)	21% (8)		26% (10) 169		(6)	13% (5)	38	
Type 3	0% (0)		22% (2)	11% (1)		11% (1)		33% (3)		22% (2)	9
Type 4	0% (0)		50% (1)	0% (0)	0% (0) 0% (0)		50% ((1)	0% (0)	2	
				Memory (RAN	1)						
	<64 MB	65-127	MB 128 MB	129-255 MB	256 M	1B	257-511 MB	512 MB - 1023 MB	1 G	B >1 GB	Response Total
Type 1	0% (0)	4% (6	6) 16% (22)	7% (10)	38% (54)	5% (7)	26% (36)	4% (5) 1% (1)	141
Type 2	0% (0)	0% (0	0) 16% (6)	8% (3)	37% (14)	8% (3)	24% (9)	8% (3) 0% (0)	38
Type 3	0% (0)	0% (0	0) 0% (0)	0% (0)	67% ((6)	0% (0)	33% (3)	0% (0) 0% (0)	9
Type 4	0% (0)	0% (0	0) 50% (1)	0% (0)	0% (0	0)	0% (0)	50% (1)	0% (0) 0% (0)	2
				Hard Drive Siz	re						
	<20 GB		20-39 GB	40-79 G	В	1	80- 119 GB	120-17	9 GB	>180 GB	Response Total
Type 1	24% (34)	33% (47)	33% (4	7)		7% (10)	0% (0)	2% (3)	141
Type 2	16% (6))	39% (15)	39% (1	39% (15)		5% (2)	0% (0)	0% (0)	38
Type 3	11% (1)		44% (4)	44% (4)			0% (0)	0% (0)	0% (0)	9
Type 4	0% (0)		0% (0)	50% (1)		50% (1) 0% (0)		0)	0% (0)	2	
Total Respondents						142					
									(skipp	ped this question)	10

7. Operating System:



8. Anti-Spyware or Anti-Virus:

97 % of offices use either anti-spyware or anti-virus software.

9. Web Browser:

90% of offices use IE 6.0 or greater. 4 % use IE 5.0 and 4% use Mozilla Firefox.

10. BadgerNet:

48% of offices use BadgerNet. Of those that don't, 61 % use a T-1/DS-1 line. 10% use a cable modem, and 20% use a DSL line to access the internet.

11. Upload/Download Connection Speed:

The following agencies have upload speeds slower than 1 Mb/second. The download speeds are comparable. To compare, DHFS staff at 1 W. Wilson St. have an upload speed of 7.7 Mb/second.

Ashland County Health & Human Services Ashland County Annex 301 Ellis Ave Ashland

Barron County Health and Human Services 330 E LaSalle Ave Room 338 Barron

Calumet County Department of Human Services Appleton Office 2306 S. Oneida Street Appleton

Calumet County Courthouse 206 Court Street Chilton

Dodge

Fond du Lac County Job Center Office

Florence County HSD PO Box 170 501 Lake Avenue Florence

Forward Service Corp Rhinelander Office (Oneida County(100 West Keenan Street Rhinelander, WI 54501

Forward Service Corp. Keshena Office (Menominee County) W3272 Wolf River Road Keshena, WI 54135

Forward Service Corp Lincoln County 607 North Sales Street Merrill, WI 54452

Forward Service Eagle River - Vilas County 102 North Main St. Eagle River, WI 54521

Forward Service Corp Green Bay Job Center 325 N. Roosevelt Street Green Bay WI 54301

Green Lake County HHS 500 Lake Steel Street. PO Box 588 Green Lake WI 54941

Green County Human Services Department N3152 State Road 81 Monroe

Iowa County Courthouse 222 N Iowa St Dodgeville

Jackson County Department of Health and Human Services 420 Hwy. 54 West Black River Falls

Lincoln County Computer Services 607 Sales St. Merrill

MAXIMUS Region 6 1304 South 70th Street West Allis

MAXIMUS Region 5 6550 North 76th Street Milwaukee

Milwaukee

Oconto

Ozaukee County Administration Center 121 W. Main Street Port Washington

Ozaukee Human Services Department-Economic Support Ozaukee County Administration Center 121 W Main Street Port Washington, WI 53074

Ozaukee Works 885 Badger Circle Grafton

Rock

Rock County Job Center 1900 Center Ave. Janesville

Rock Co. Rock County, State of WI Information Technology Dept. 3530 N. Cty. Hwy. F Janesville, WI 53547

Rusk County 311 E. Miner St Ladysmith

Shawano County Job Center 707 E. Elizabeth St. Shawano

Sokaogon Chippewa Tribal Community Offices 3051 Sand Lake Road Crandon

St. Croix

Trempeleau Information Systems Department 36245 main st whitehall

Waushara Maralyn Trayler 205 W. Elm Street Wautoma

Winnebago Co.

Walworth County Dept of Health and Human Services W4051 County Road NN Elkhorn

Waukesha County DHHS 500 Riverview Avenue Waukesha, WI 53188

12. Does this office site's routers allocate, manage, or prioritize bandwidth according to external IP addresses?

76% of the offices said "No."

13. Firewall

64 % of the offices use a firewall

14. Proxy Server

81 % of the offices do not use a proxy server.

15. Agencies with Slow Page Load Times

Adams

Buffalo

Fond du Lac Fond du Lac County CMO Family Care Office

Fond du Lac Fond du Lac County Job Center Office

Forward Service Corp Rhinelander Office

Forward Service Corp Forest County

Forward Service Corp Lincoln County

Forward Service Eagle River - Vilas County

Green Lake

Green County Job Center

Jackson

La Crosse

Milwaukee County - DHHS Coggs

Milwaukee - Menominee County Health & Human Services

Milwaukee Reg 3 UMOS

Milwaukee Reg 6 Maximus

Milwaukee Reg 5 Maximus

Polk

Racine - Western Racine County Service Center

Racine - Dennis Kornwolf Racine County Service Center

Rock Janesville Community Support Rock- Rock County Job Center

Rock- Rock County, State of WI Information Technology Dept.

Stockbridge- Munsee

St. Croix Winnebago

16. CPU Processor Speed

The following offices have PC's with processors slower than 500MHz. This may contribute to slow page loading times in the CWW. **Note**: Several agencies did not answer this question, but completed the rest of the survey. For comparison, PC's at 1 W. Wilson in DHFS have a 3 GHz processor, or one that is at least 6 times faster than these.

Agency	# of PC's under 500 MHz			
Grant	11-20			
Sawyer	1-5			
Milwaukee Co.	>50			
Ozaukee County Administration Center	1-5			
Ozaukee Works 885 Badger Circle Grafton,	1-5			
WI 53024				
Rock Janesville Community Support	11-20			
Rock County Job Center	11-20			
Shawano County Job Center Inc.	6-10			
Washburn 421 Hwy 63	6-10			
Winnebago Courthouse	21-30			
Winnebago Oshkosh Human Services	31-50			
Winnebago Public Safety Building	1-5			
Winnebago Workforce Development 315	11-20			
Algoma Blvd.				

17. Memory (RAM)

The following offices have PC's with RAM less than 256 Megabytes. This may contribute to slow page loading times in the CWW. **Note**: Several agencies did not answer this question, but completed the rest of the survey.

Agency	# of PC's under 256 Mb RAM
Adams	1-5
Ashland County Health & Human Services	1-5
Ashland County Annex	
Buffalo	1-5
Calumet County Courthouse	6-10
Eau Claire County Job Center	1-5
Forward Service Corp Wautoma Office	1-5
Forward Service Corp Rhinelander Office	2-10
(Oneida County	
Forward Service Corp Lincoln County	1-5
Forward Service Eagle River - Vilas County	1-5
Forest County Potawatomi	1-5
Grant	11-20
Green	6-10
Green Lake County HHS	6-10
Green County Job Center	1-5
Jackson	6-10

Agency	# of PC's under 256 Mb RAM
Lafayette	6-10
Milwaukee Reg. 4 UMOS	>100 (most PC's under 256 Mb at an
-	office)
Milwaukee Reg. 2 UMOS	>50 (second most PC's with low RAM at
	an office)
Oconto	1-5
Oneida??? The Human Service Center 705	1-5
E. Timber Drive Rhinelander, WI 54501	
Ozaukee County Administration Center	1-5
Ozaukee Works 885 Badger Circle Grafton,	1-5
WI 53024	
Polk	11-20
Rock County Job Center	11-20
Rock Janesville Community Support	11-20
Sawyer	1-5
Shawano County Job Center	6-10
Shawano County Job Center Inc.	6-10
Walworth	1-5
Waukesha	11-20
Winnebago Public Safety Building	1-5
Winnebago Workforce Development 315	21-30
Algoma Blvd.	
Winnebago Courthouse	21-30
Winnebago Oshkosh Human Services	31-50
Wood	11-20

18. Thin Client (Citrix or Windows Terminal Server)

20% of the offices use this technology. Of these, 85 % have 1 Gb or more of RAM and 85% have 2 or more processors. The majority of the processors are 2.6 GHz or more.

Results

IM Agencies with IT Issues (n=44) "IT Issues" are defined as instances where at least one PC has at least one of the following conditions: RAM below 256, Processors Below 500 MHZ, upload/download speed slower than 1MB/second and slow CWW Page loads.

Agency Name	Low RAM (<256 MB)	Slow Processors (<500MHz)	Slow Download Speeds (<1MB/second)	Slow CWW Page Loads (> 5 seconds/avg.)
Adams	Y		Y	Y
Ashland	Y		Υ	
Bad River				Y (for slowest pc only.)
Barron			Υ	
Buffalo	Υ			Y
Calumet	Υ		Υ	
Crawford				Υ
Dodge			Υ	
Eau Claire	Υ			
Florence			Υ	
Fond du Lac			Υ	Υ
Forest	Υ			
Forward Service	Υ		Υ	Υ
Grant	Y	Y		
Green	Υ		Υ	Υ
Green Lake	Υ		Υ	Υ
Iowa			Υ	
Jackson	Υ		Υ	Υ
La Crosse				Υ
Lafayette	Υ		Υ	
Milwaukee Co.		Υ	Υ	Υ
Milwaukee Reg 2 UMOS	Υ			Υ
Milwaukee Reg 4 UMOS	Υ			Υ
Milwaukee Reg 5 MAXIMUS	Υ		Υ	Υ
Milwaukee Reg 6 MAXIMUS	Υ		Υ	Υ
Oconto	Υ		Υ	
Oneida	Υ			
Ozaukee	Υ	Υ	Υ	
Polk	Υ			Υ
Racine				Υ
Rock	Υ	Υ	Υ	Υ
Rusk			Υ	
Sawyer	Υ	Y		
Shawano	Υ	Y	Υ	
Sokaogon			Υ	
St. Croix	Υ		Υ	
Stockbridge-Munsee				Υ
Trempealeau			Υ	
Walworth	Υ		Υ	
Washburn		Υ		
Waukesha	Υ		Υ	
Waushara			Υ	
Winnebago	Υ	Y	Υ	Y
Wood	Υ			

	tize bandwidth. This ect page load speed	Agencies that use Mozilla or Firefox on at least one PC. These are not supported by DHFS or DWD. Microsoft Internet Explorer 5.0 or above should be used.			
Adams	Milwaukee Region 6 (MAXIMUS)	Ashland			
Brown	Polk	Bayfield			
Columbia	Portage	Green Lake			
Eau Claire	Price	Lafayette			
Florence	Rock	Milwaukee Region 5 MAXIMUS			
Forest Co. Potawatomi	Sawyer	Milwaukee Region 6 MAXIMUS			
Green Lake	Sheboygan	Richland			
Lafayette	Trempealeau	Sawyer			
Lincoln	Washburn	Sokaogon			
Manitowoc	Waukesha	Chippewa			
Marathon	Winnebago				
Milwaukee Co.	Wood				
Milwaukee Region YWCA					
Milwaukee Region 5 (MAXIMUS)					

If you see a mistake for your agency, or want to discuss this document, contact Dave Hippler at DHFS/BEM at Hipplec@dhfs.state.wi.us or call at (608) 261-8384.